



Government and Public Safety
1301 E. Algonquin Road
Schaumburg, IL. 60196

FSB NUMBER: FSB10420
APC: 112
DATE: Apr-10
EXPIRES: 30-Apr-11
BULLETIN TYPE: Warranty Service

FIELD SERVICE BULLETIN

SUBJECT: Quantar (QTR), STR 3000, and GTR 8000 - A software upgrade resolves multiple issues as defined in the SYMPTOM section below.

MODEL / SYSTEM AFFECTED:

A6.7 – A7.8:

All Quantar, STR 3000, and GTR 8000 Base Radios:
Site Repeater BR
Simulcast BR (MsBR)
HPDBR
Conventional BR (Digital Mutual Aid) (7.8 Only)

SYMPTOM:

- Some faults stop reporting after 50 days uptime: **QTR, STR 3000, GTR 8000, A6.7 – A7.8**
- 9.00.03D or older radios will not register with A7.6 or later GTR8000 BR SW in upper end of frequency band: **GTR 8000 Site Repeater & MsBR, A7.6 - A7.8**
- GTR 8000 Base Radio Intermittently Re-setting: **GTR 8000 Site Repeater & MsBR, A7.6 - A7.8**
- Downgrading from A7.8 to a previous release before setting the Base Station to Normal Mode may result in undefined behavior: **GTR 8000, A7.8 ONLY**
- Additional Robustness enhancement added to A7.7 to prevent a rare BR failure: **GTR 8000, 7.7 ONLY**

CAUSE:

Various software issues have been discovered causing the above symptoms. All Customers are advised to upgrade.

RESOLUTION:

Upgrade the software versions for the appropriate release. Software can be obtained by opening a software case with the System Support Center (SSC) at 800-221-7144 and then completing and faxing, or emailing, the attached software order form.

SEVERITY RECOMMENDATION:

High - Perform Immediately

PARTS REQUIRED (HARDWARE/SOFTWARE):

Order the following parts (or later) based on the system topologies required:

HPD - KC112C03N000007803: (A6.7/7.0 – 7.8)

Site Repeater - KC112C03L000007803: (A6.1 – A7.8)

Simulcast (MsBR) - KC112C03K000007803: (A6.1 – A7.8)

Conventional (Digital Mutual Aid) - KC112C04W000007802: (A7.8 ONLY)

Note: Previous versions are included on the latest CD release for a given system type.

LABOR ALLOWANCE:

Travel not to exceed **2 hours** per site. Labor is authorized at a maximum of **6 hours** per site. Labor will be provided to authorized servicers under the terms of Motorola's product warranty, Labor Warranty Guidelines, or Motorola Service Agreement.

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The labor and travel allowance provided for in this bulletin applies to in-warranty units only. Labor and travel for out of warranty units cannot be reimbursed under this bulletin.

Attachments:

☒ Yes ☐ No

Identification: Software Order from



Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

Fax Number: (847) 538-0409 or (847) 538-0364

Email UOST Techs directly with correspondence

SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

| | | | |
|-------------------|-------|---------------|-------|
| Date | _____ | Case Number | _____ |
| System ID | _____ | Site ID | _____ |
| System Name | _____ | Site Name | _____ |
| Customer Name | _____ | | |
| Form Completed by | _____ | Field Contact | _____ |
| Organization | _____ | Organization | _____ |
| Phone Number | _____ | Phone Number | _____ |
| Pager Number | _____ | Pager Number | _____ |
| Fax Number | _____ | Fax Number | _____ |

SECTION 2: Order Information

| | | | |
|---|-------|---------------|-------|
| Product Type: | _____ | Serial Number | _____ |
| Reason for Software / Hardware Change: | _____ | | |
| Downgrade? If so, list current and target releases. | _____ | | |

Software / Hardware Description: _____

| | | | |
|---------------------|-------|----------|-------|
| Part # or Version # | _____ | Quantity | _____ |
| Date Required | _____ | | |

SECTION 3: Shipping / Billing Information

| | | | |
|----------|-------|----------|-------|
| Ship To: | _____ | Bill To: | _____ |
| | _____ | | _____ |
| | _____ | | _____ |
| Email: | _____ | | _____ |

Attn: _____

Phone: _____

Customer Billing

P.O. #: _____

CUST #: _____

TAG #: _____

Attn: _____

Phone: _____

Internal Billing

PROJECT #: _____

FSB #: _____

DEPT #: _____

APC #: _____



Upgrade Operations Software Team

Software Order Form

Phone Number: (800) 221-7144

Fax Number: (847) 538-0409 or (847)-538-0364

Email UOST Techs directly with correspondence

Facsimile Transmittal Sheet

| | |
|----------------------|-------|
| To: | _____ |
| Company: | _____ |
| Fax Number: | _____ |
| Phone Number: | _____ |
| Re: | _____ |

| | |
|------------------------|-------|
| From: | _____ |
| Date: | _____ |
| Total Pages: | _____ |
| Sender's Case#: | _____ |

- ° This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- ° Please fill out the order form and fax the form back to UOST or email the form back to a member of the Upgrade Operations Software Team directly.
- ° If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.

- ° Orders will normally be processed in 3-5 business days once all information has been received.
- ° If additional space is required for software information, please use the addendum on page 3 below in addition to the original order form. This addendum is for use with large orders with multiple part numbers.

NOTE:

- 1) If this in an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

Thank you and have a good day!



Supplemental Order Information Addendum

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity: _____

Software Description _____

Part# or Version # _____

Quantity: _____

Software Description _____

Part# or Version # _____

Quantity: _____

Software Description _____

Part# or Version # _____

Quantity: _____

Software Description _____

Part# or Version # _____

Quantity: _____

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The information contained in this bulletin is intended for use by trained, professional technicians who have the proper tools, equipment, and training to perform the service described above. If applicable, enter this information or note this bulletin number and subject material in the appropriate equipment instruction manuals and make necessary schematic diagram changes. Labor and/or parts warranty reference is limited to products sold and in use in the United States. For products sold and in use Internationally, this bulletin is for informational purposes only. Radios that are Agency Approved must follow designated agency guidelines. MOTOROLA and the Stylized M Logo are registered in the US Patent & Trademark Office. All other trademarks, product, or service names are the property of their respective owners.